

**In the Claims:**

Please cancel claims 1-24. Please add new claims 26-46. The claims are as follows:

1-24. (Canceled)

25. (Original) A method of assisted browser navigation, comprising:

- receiving a request for an identifier from a first browser;
- dynamically generating an identifier in response to the received request;
- associating the identifier with information to be retrieved;
- storing the identifier and association in a repository;
- receiving the identifier from a second browser;
- using the received identifier to provide the information associated with the received identifier stored in the repository to the second browser.

26. (New) A method of assisted browser navigation, said method comprising:

- receiving a request for an identifier from a consultant browser executing in a consultant data processing system in a consultant session between the consultant browser and a server via a network disposed between the server and the consultant browser, wherein the server comprises a consultant context that reflects a context of the consultant session;
- generating the identifier in response to the received request;
- after said generating the identifier, generating an association that associates the identifier with context information in the consultant context, wherein the context information identifies an

access to desired information that is desired by a user coupled to a user browser;

after said generating the association, storing the identifier and the association in a repository coupled to the server;

after said storing the identifier and the association, providing the identifier to the consultant browser;

after said providing the identifier to the consultant browser, receiving the identifier from the user browser executing in a user data processing system in a user session between the user browser and the server via the network disposed between the server and the user browser, wherein said receiving the identifier is performed after the identifier has been transmitted from the consultant browser to the user browser;

after said receiving the identifier, identifying the context information from the received identifier, the stored identifier, and the stored association;

after said identifying the context information, storing the context information in a user context that reflects a context of the user session, wherein the server comprises the user context, and wherein the server is configured to transmit the context information in the user context to the user browser for enabling the user to identify, via the user browser, the access to the desired information,

wherein the server comprises an assistant navigation circuit/module, and wherein said receiving the request, said generating the identifier, said generating the association, said storing the identifier and the association, said providing the identifier to the consultant browser, said receiving the identifier from the user browser, said identifying the context information, and said storing the context information in the user context are performed by the assistant navigation

circuit/module.

27. (New) The method of claim 26, wherein said generating the identifier comprises selecting the identifier from a list of unused identifiers.

28. (New) The method of claim 26, wherein the method further comprises deleting the identifier in the repository upon elapse of a predefined period of time following said storing the identifier in the repository, and wherein said deleting the identifier is performed by the assistant navigation circuit/module.

29. (New) The method of claim 26, wherein the generated association further associates the identifier with the user session.

30. (New) The method of claim 26, wherein the generated association further associates the identifier with the user context.

31. (New) The method of claim 26, wherein said receiving the identifier from the user browser comprises retrieving the identifier from a data entry field of a web page after the user browser has entered the identifier into the data entry field.

32. (New) The method of claim 26, wherein the context information is part of a help page comprising information for contacting customer service representatives.

33. (New) A computer program product, comprising a computer usable storage medium having a computer readable program code embodied therein, said computer readable program code configured to be executed by a server to implement a method of assisted browser navigation, said method comprising:

receiving a request for an identifier from a consultant browser executing in a consultant data processing system in a consultant session between the consultant browser and the server via a network disposed between the server and the consultant browser, wherein the server comprises a consultant context that reflects a context of the consultant session;

generating the identifier in response to the received request;

after said generating the identifier, generating an association that associates the identifier with context information in the consultant context, wherein the context information identifies an access to desired information that is desired by a user coupled to a user browser;

after said generating the association, storing the identifier and the association in a repository coupled to the server;

after said storing the identifier and the association, providing the identifier to the consultant browser;

after said providing the identifier to the consultant browser, receiving the identifier from the user browser executing in a user data processing system in a user session between the user browser and the server via the network disposed between the server and the user browser, wherein said receiving the identifier is performed after the identifier has been transmitted from the consultant browser to the user browser;

after said receiving the identifier, identifying the context information from the received

identifier, the stored identifier, and the stored association;

after said identifying the context information, storing the context information in a user context that reflects a context of the user session, wherein the server comprises the user context, and wherein the server is configured to transmit the context information in the user context to the user browser for enabling the user to identify, via the user browser, the access to the desired information,

wherein the server comprises an assistant navigation circuit/module, and wherein said receiving the request, said generating the identifier, said generating the association, said storing the identifier and the association, said providing the identifier to the consultant browser, said receiving the identifier from the user browser, said identifying the context information, and said storing the context information in the user context are performed by the assistant navigation circuit/module.

34. (New) The computer program product of claim 33, wherein said generating the identifier comprises selecting the identifier from a list of unused identifiers.

35. (New) The computer program product of claim 33, wherein the method further comprises deleting the identifier in the repository upon elapse of a predefined period of time following said storing the identifier in the repository, and wherein said deleting the identifier is performed by the assistant navigation circuit/module.

36. (New) The computer program product of claim 33, wherein the generated association further

associates the identifier with the user session.

37. (New) The computer program product of claim 33, wherein the generated association further associates the identifier with the user context.

38. (New) The computer program product of claim 33, wherein said receiving the identifier from the user browser comprises retrieving the identifier from a data entry field of a web page after the user browser has entered the identifier into the data entry field.

39. (New) The computer program product of claim 33, wherein the context information is part of a help page comprising information for contacting customer service representatives.

40. (New) A system comprising a computer readable storage medium containing instructions that when executed by a server comprised by the system implement a method of assisted browser navigation, said method comprising:

receiving a request for an identifier from a consultant browser executing in a consultant data processing system in a consultant session between the consultant browser and the server via a network disposed between the server and the consultant browser, wherein the server comprises a consultant context that reflects a context of the consultant session;

generating the identifier in response to the received request;

after said generating the identifier, generating an association that associates the identifier with context information in the consultant context, wherein the context information identifies an

access to desired information that is desired by a user coupled to a user browser;

after said generating the association, storing the identifier and the association in a repository coupled to the server;

after said storing the identifier and the association, providing the identifier to the consultant browser;

after said providing the identifier to the consultant browser, receiving the identifier from the user browser executing in a user data processing system in a user session between the user browser and the server via the network disposed between the server and the user browser, wherein said receiving the identifier is performed after the identifier has been transmitted from the consultant browser to the user browser;

after said receiving the identifier, identifying the context information from the received identifier, the stored identifier, and the stored association;

after said identifying the context information, storing the context information in a user context that reflects a context of the user session, wherein the server comprises the user context, and wherein the server is configured to transmit the context information in the user context to the user browser for enabling the user to identify, via the user browser, the access to the desired information,

wherein the server comprises an assistant navigation circuit/module, and wherein said receiving the request, said generating the identifier, said generating the association, said storing the identifier and the association, said providing the identifier to the consultant browser, said receiving the identifier from the user browser, said identifying the context information, and said storing the context information in the user context are performed by the assistant navigation

circuit/module.

41. (New) The system of claim 40, wherein said generating the identifier comprises selecting the identifier from a list of unused identifiers.

42. (New) The system of claim 40, wherein the method further comprises deleting the identifier in the repository upon elapse of a predefined period of time following said storing the identifier in the repository, and wherein said deleting the identifier is performed by the assistant navigation circuit/module.

43. (New) The system of claim 40, wherein the generated association further associates the identifier with the user session.

44. (New) The system of claim 40, wherein the generated association further associates the identifier with the user context.

45. (New) The system of claim 40, wherein said receiving the identifier from the user browser comprises retrieving the identifier from a data entry field of a web page after the user browser has entered the identifier into the data entry field.

46. (New) The system of claim 40, wherein the context information is part of a help page comprising information for contacting customer service representatives.